iTwin Connect

User Guide for Windows

Before You Start

1. This guide is for v2.0.0.5 of the iTwin Connect software for Microsoft Windows® Platform (Windows XP, Windows Vista, Windows 7 and Windows 8).
2. The Release Notes are available on our website here: http://www.itwin.com/whatisnew/itwin_connect_release_v2.0.0.5/.
3. iTwin Connect requires a broadband Internet connection with a recommended upload speed of 1Mbps for a good user-experience.

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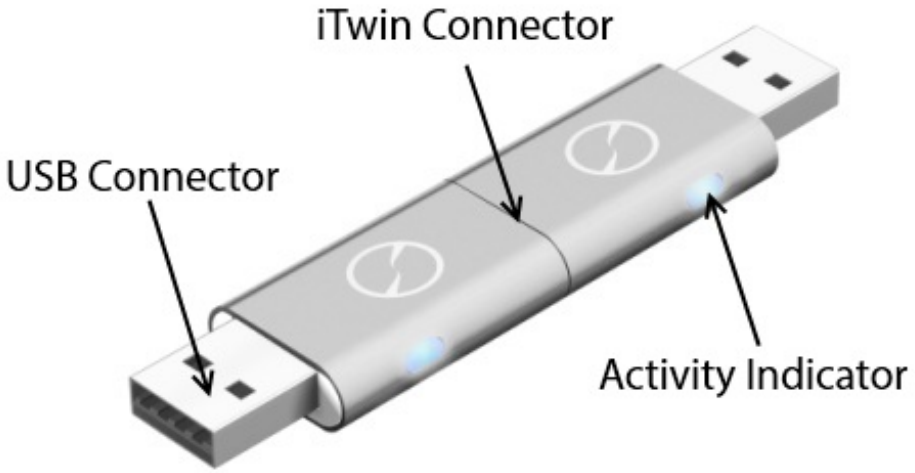
Chapter 1. Your iTwin Device

Your iTwin device has two identical halves. The two halves can be connected together via their special connector to form a ***pair,*** as shown.



1. USB Connector

The USB connector is used to plug the device into the USB port of a computer.

2. iTwin Connector

The iTwin Connector is used to connect the two halves of the iTwin device to form a physical pair. It is used to securely transfer a cryptographic key between the two halves of the device during device pairing.

3. Activity Indicator (LED)

This indicates the state of the iTwin device.

LED	What it Indicates
No Light	Device is not functional or iTwin is not installed on your computer.
Red Light	Error
Constant Blue Light	Device is active and functioning.

Chapter 2. Installation

Note: iTwin installation requires admin permissions. Please logout all users and login as admin to your computer for the installation process.

1. Before iTwin can be used on any computer, iTwin software needs to be installed on it.

   For first time use of your iTwin device, join together the two halves of your iTwin device, to form a pair, and then insert the paired device into a USB port on your computer. This computer is henceforth referred to as "*Trusted Computer*".

   If you have already paired the device, you can insert just one half of the device into any computer to start the installation process.

   Note: First time install may take up to a minute if device driver update is required.

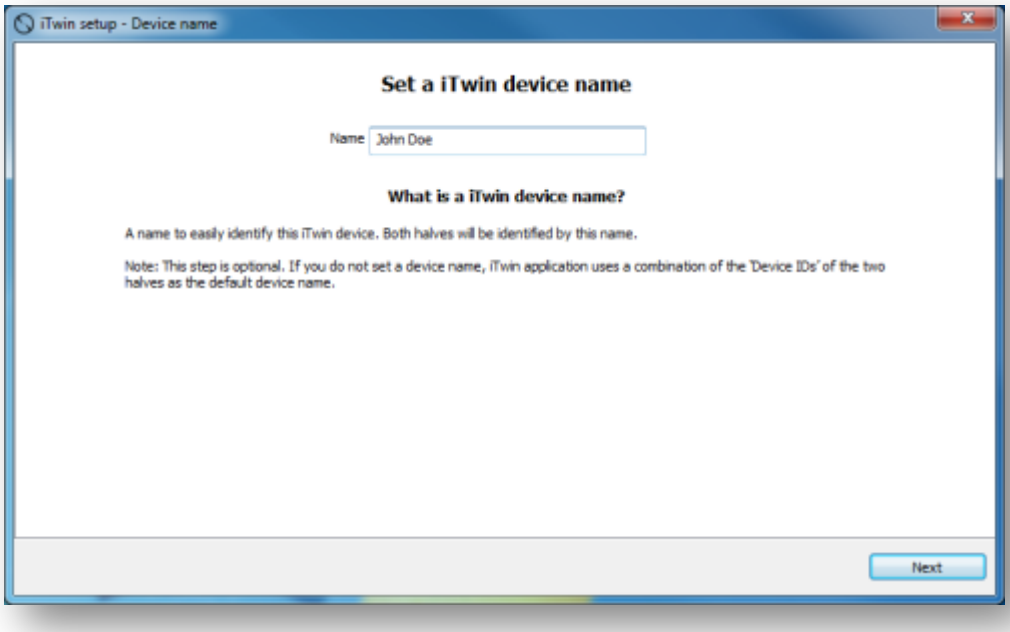
2. If you do not see the following splash screen within 2 minutes, go to Start -> Computer. You will see iTwin mounted as a CD-ROM device. Open 'iTwinPro Installer' -> double-click iTwinPro.exe. iTwinPro is the hardware platform used by iTwin Connect.

3. During the time that the splash screen is visible, iTwin downloads the latest version of the iTwin Connect software suitable for your computer. Press 'Accept and Install' to accept iTwin End User License Agreement and install the software on your computer.

iTwin Connect Installation
Hello and welcome! Thank you for choosing iTwin Connect.
By installing, you accept iTwin's End User License Agreement
Accept and Install
Cancel

Choose “Install” when prompted to install the device drivers. The installation will complete in a short time. Since the iTwin device is inserted as a pair, the pairing process will begin. Follow the on-screen instructions to register your iTwin device.

4. Name your iTwin device. This step is optional. An iTwin device name will be helpful if you have multiple devices. For example, you might carry 2 iTwin devices when you travel, so that you can connect to 2 different trusted computers, one in your home and one in your office.


iTwin setup - Device name
Set a iTwin device name
Name
John Doe
What is a iTwin device name?
A name to easily identify this iTwin device. Both halves will be identified by this name.
Note: This step is optional. If you do not set a device name, iTwin application uses a combination of the 'Device IDs' of the two halves as the default device name.
Next

5. Set a password for the iTwin device if you wish to use 2-factor authentication for extra security. This step is optional and is available only when the iTwin device pair is being initialized.

iTwin setup - Password
Set password for your iTwin device (Device name: John Doe)
Enter password
Re-enter password
Why set a password?
For added security, you can set a password for your iTwin device. You will then need to enter this password each time you plug in one of the iTwin halves, before you can proceed to access your files.
Note: This step is optional. But you need to decide now whether to set a password, before we complete the pairing (initialization) of your iTwin halves is completed.
Previous
Skip Password
Set Password

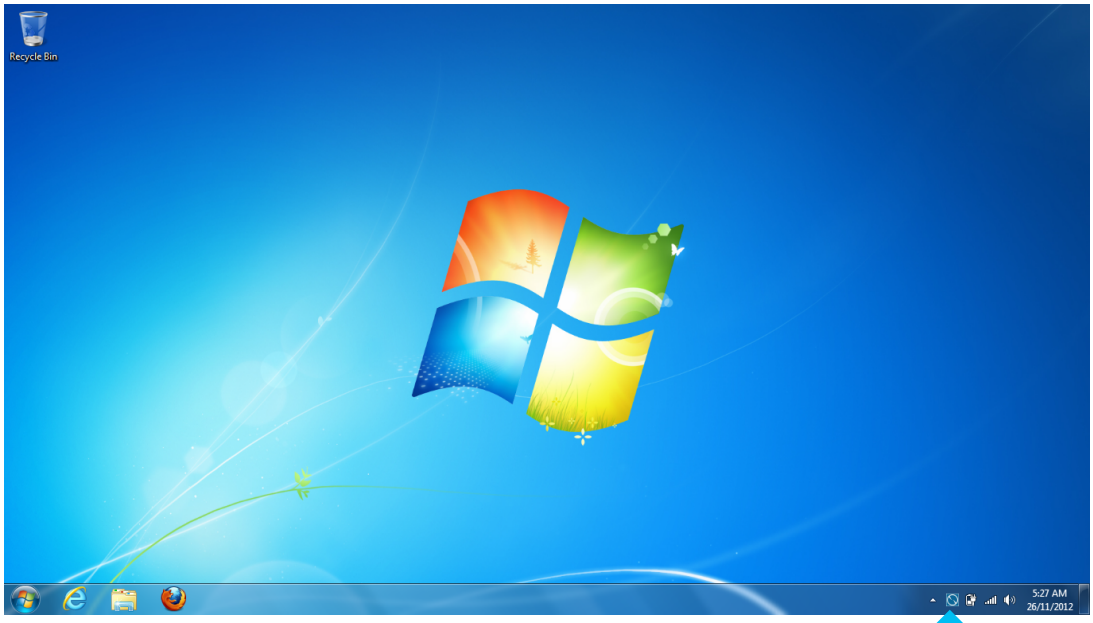
6. Note the Disable Code for your iTwin device. In case you lose one half of your iTwin device, you can prevent unauthorized access to your computer by disabling the iTwin device by entering this Disable Code in the iTwin Remote Disable Web-Center.

iTwin setup - Device disable code
Disable code for your iTwin device (Device name: John Doe)
Disable code 1QBC-54EE
Yes, I want to receive iTwin disable code
What is iTwin disable code?
In case you lose your iTwin, you can remotely disable your lost iTwin device using the disable code. The disable code (and usage instructions) will be sent to your email inbox.
Alternatively, you can save your disable code now. In case you need to disable your iTwin, visit iTwin Remote Disable Web-Center, input your disable code and the lost iTwin will be disabled within 90 seconds.
iTwin Remote Disable Web-Center
Previous
Finish

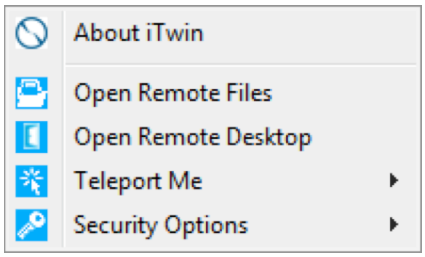
The installation of iTwin Connect and the pairing of your iTwin device are now complete.

7. Unplug one half of the device and leave the other half plugged into your ***Trusted Computer***. Leave it powered on and online.

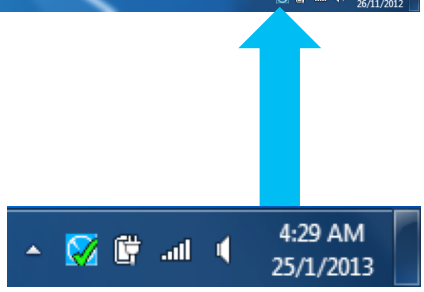
Carry the unplugged half with you, to be plugged into any other online computer. **This half serves as your access-key to your *Trusted Computer* over the Internet.**



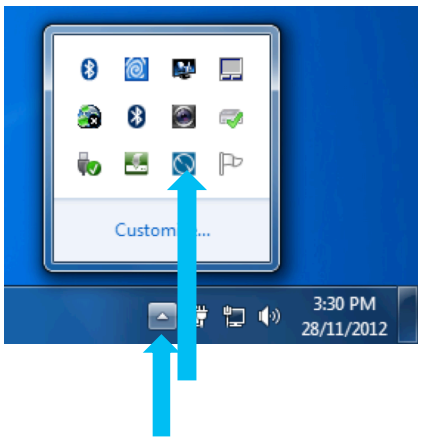
In the lower right corner of your desktop, you will find the blue iTwin Connect icon in the taskbar notification area. Click on iTwin Connect icon to activate the iTwin Menu.



From the iTwin Menu, you can access various geographic locations via 'Teleport Me' and when the other half of iTwin is connected to a computer you can access your shared files, your remote desktop and your remote network.



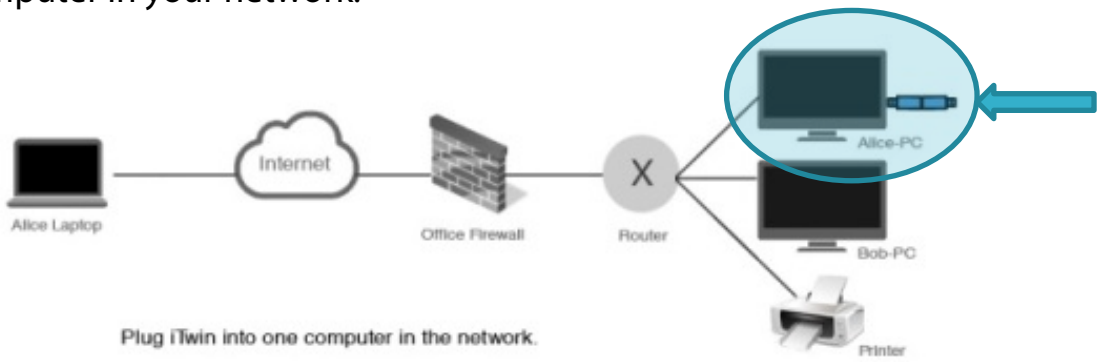
You will need to click on the up arrow and expand the notification area in the taskbar to see it.



Chapter 3. Create a Private VPN to Access a Network

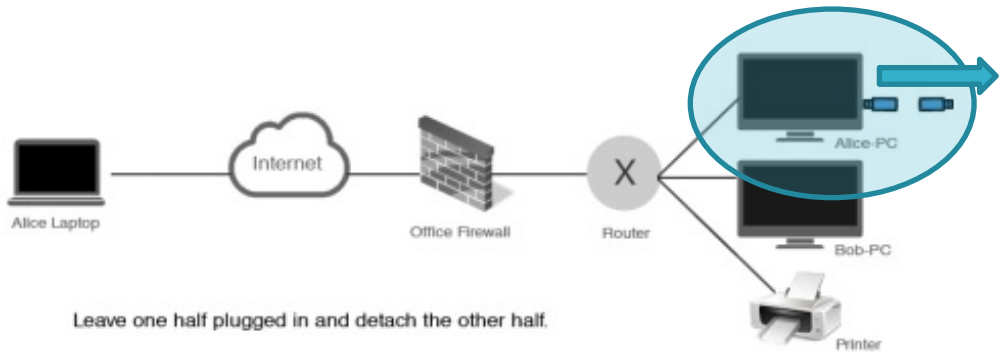
You can create your own Private VPN and connect any two networks using the two halves of your iTwin device.

1. To access your ***Trusted Computer*** and its network from a remote location, pair an iTwin device and install iTwin Connect on one computer in your network.



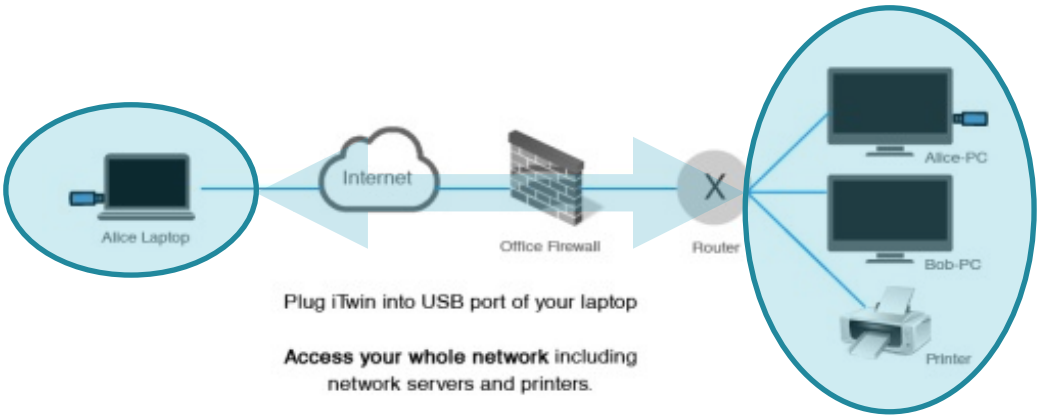
1.

2. Unplug one half of the device and leave the other half plugged into your ***Trusted Computer***. Leave it powered on and online. Carry the unplugged half with you.



3. With one half of your iTwin attached to your ***Trusted Computer***, insert the other iTwin half into any other online computer. If iTwin Connect is not installed on the computer, it will first install iTwin Connect. The iTwin Connect icon will then be visible in the taskbar notification area once the software starts.

4. The two halves of your iTwin have now created a secure Virtual Private Network between your two computers. Using this VPN tunnel you can access your whole remote network using iTwin Connect.



5. By default, iTwin Connect allows you to access resources from two networks simultaneously. This feature is called **partial tunneling**. You can simultaneously access sites from your home networks and your remote network. This means that sites blocked on one network may be accessed though the other network.
6. If you use "Teleport Remote" all Internet traffic will be routed through ***Trusted , via a secure encrypted channel.*** Thus, it will appear as if you are browsing the Internet from your ***Trusted Computer***. This feature is called **full tunneling.** 'Teleport Me' feature is useful when you need to protect yourself from eavesdroppers on your untrusted local network or free public Wi-Fi hotspots at airports and cafes. 'Teleport Me' effectively changes your IP address to that of your ***Trusted Computer***. To websites and services that depend on your IP address for location, it will appear as if you are browsing from your ***Trusted Computer***.

Chapter 4. Access your Shared Files

This requires you to set up a ***Trusted Computer*** and create a Private VPN as described in Chapter 3. With one half of your iTwin attached to your ***Trusted Computer***, insert the other iTwin half into any other online computer. You can access your files from your ***Trusted Computer*** using iTwin Connect.

iTwin Connect uses native File Sharing methods available on your computer to allow you to access your files from a remote computer. Hence to enable File Sharing, a few simple steps need to be followed to set up sharing from your ***Trusted Computer***.

4.1 Set up file sharing from a PC:

Here are steps required for file and printer sharing from a Windows 7 PC attached to a WORKGROUP :

a. Login to your PC with your account name and password. Say "Alice" and "Alice_Password"
b. Right click on the file or folder you want to share
c. Select Share With ->Specific People…
d. Click 'Share' button in the file sharing window.
e. Make sure your username is selected and click 'Done'.

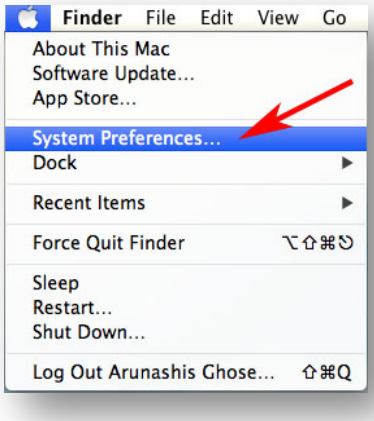
A complete guide to file and printer sharing for different versions of the Windows operating system is available here: http://windows.microsoft.com/en-SG/windows/sharing-files-printers-help.

You will need your credentials (username and password) to the account from where you shared the files (e.g. "Alice" and

"Alice_password") to access them from a remote computer using iTwin Connect.

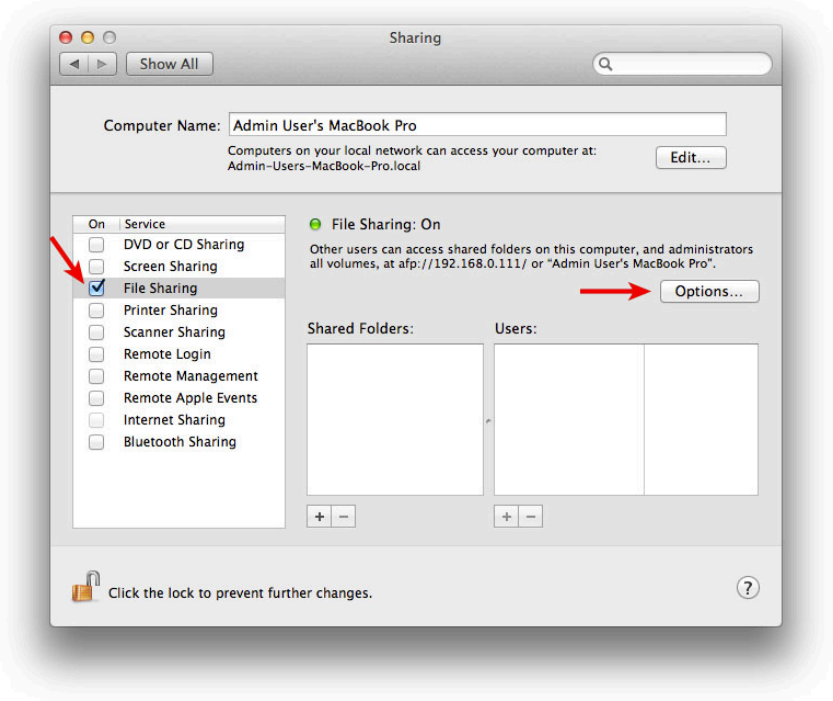
4.2 Set up file sharing from a Mac:

f. Click "Apple" logo on the left-top corner or your Mac desktop and open "*System Preferences*".

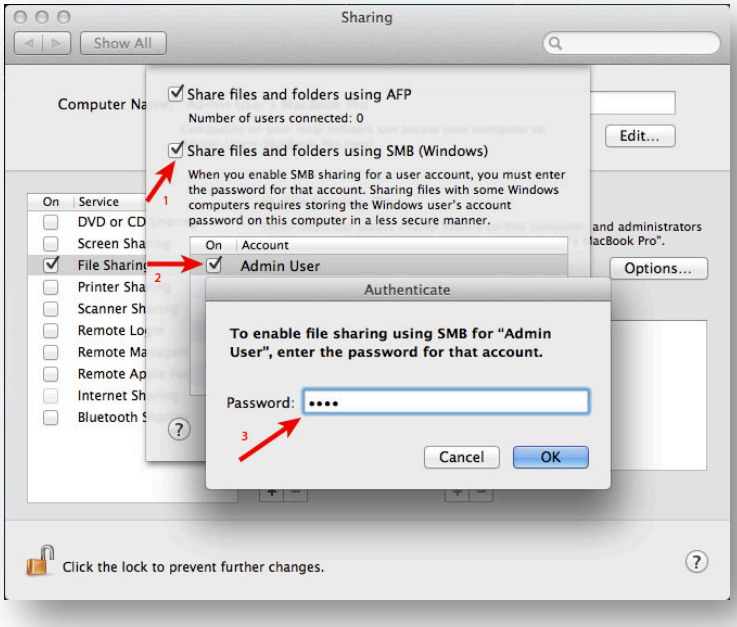


g. Click "*Sharing*".

h. Enable "*File Sharing*", and then click "*Options*".

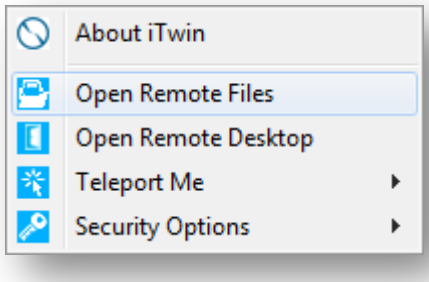


i. Enable "*Share files and folders using SMB (Windows)*". Then enable the user account you want to use for accessing this Mac's files. Enter the password for that account.(Say 'Alice' and 'Alice_password')


Sharing
Show All
Share files and folders using AFP
Number of users connected: 0
Share files and folders using SMB (Windows)
When you enable SMB sharing for a user account, you must enter the password for that account. Sharing files with some Windows computers requires storing the Windows user's account password on this computer in a less secure manner.
On Account
Admin User
Authenticate
To enable file sharing using SMB for "Admin User", enter the password for that account.
Password:
Cancel
OK
Edit...
Options...
Click the lock to prevent further changes.

4.3 Access Shared Files From your Trusted Computer.

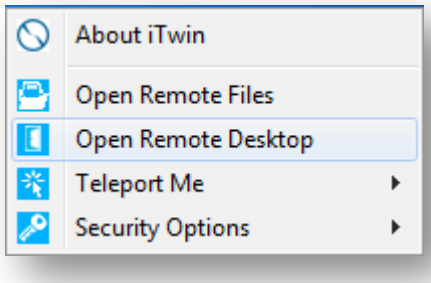
Once the files are shared from your ***Trusted Computer***, to access the shared files, select 'Open Shared Files' in the iTwin Menu and enter your credentials (e.g. 'Alice' and 'Alice_password') when prompted.



Chapter 5. Access your Remote Desktop

This requires you to set up a ***Trusted Computer*** and create a Private VPN as described in Chapter 3. With one half of your iTwin attached to your ***Trusted Computer***, insert the other iTwin half into any other online computer. You can access your remote desktop from your ***Trusted Computer*** using iTwin Connect.

To access the desktop of your ***Trusted Computer***, select 'Open Windows Remote Desktop' in the iTwin Menu and enter your credentials when prompted.



Chapter 6. Access your Remote Subnet

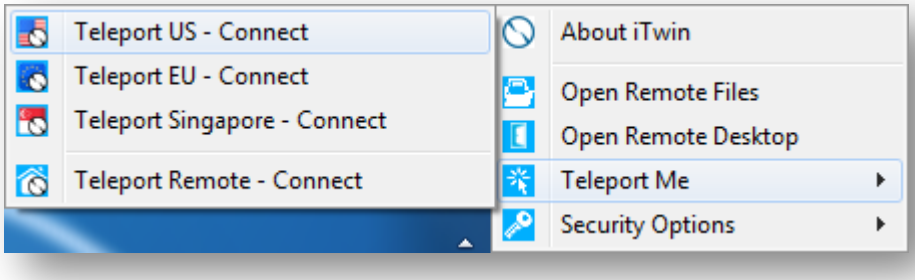
1. This requires you to set up a ***Trusted Computer*** and create a Private VPN as described in Chapter 3. With one half of your iTwin attached to your ***Trusted Computer***, insert the other iTwin half into any remote online computer. You can then access resources on the ***Trusted Computer's*** local network, from the remote computer, using iTwin Connect.

2. Open your Windows Explorer and under 'Networks', you will see all the computers in the ***Trusted Computer*** network. You can connect to any computer in the network and to which you have access credentials.

Chapter 7. Use the Public VPN from Restricted Regions

iTwin has public servers deployed in various parts of the world to which users can connect in order to tunnel out of restricted networks. To use the Public VPN server, one half of iTwin is sufficient and it is not required to leave an iTwin half connected to a ***Trusted Computer*** to form a Private VPN as described in Chapter 3. This can be useful when you travel and you are denied access to services that are geo-restricted to your home country or when you travel to a restricted region and you have not set up a ***Trusted Computer*** running in your home country.

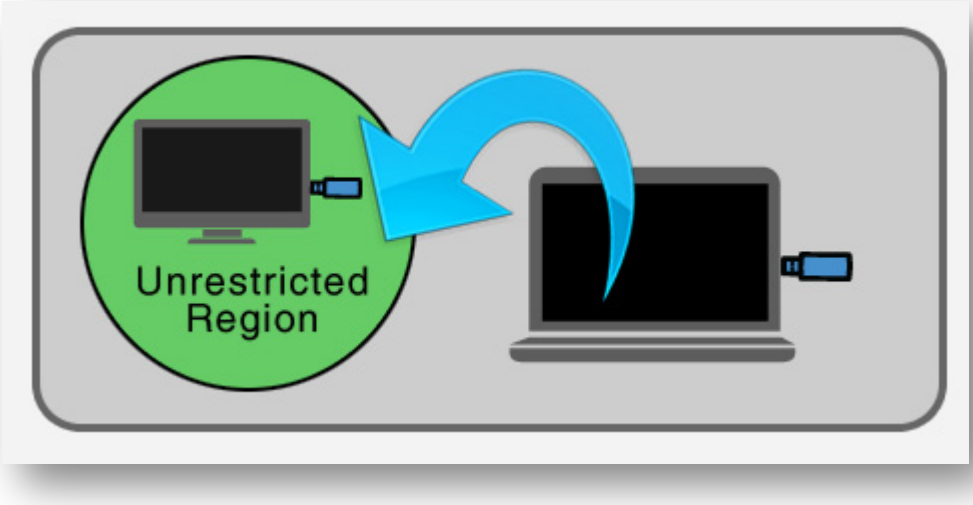
1. Plug in one iTwin half into any online computer.
2. If iTwin Connect is not installed on that computer, it will install. The iTwin Connect icon will be visible in the Menu Bar once the application starts.
3. Select '**Teleport Me**' from iTwin Menu. You will see a range of iTwin servers in different geographic locations.



4. Connect to an iTwin server of your choice. All your Internet traffic will then be routed through the Internet connection of the server selected. To all sites on the Internet, it will appear as though you are browsing from the iTwin server. No one on your local network will be able to ascertain which site you are visiting and what data you are exchanging with it.

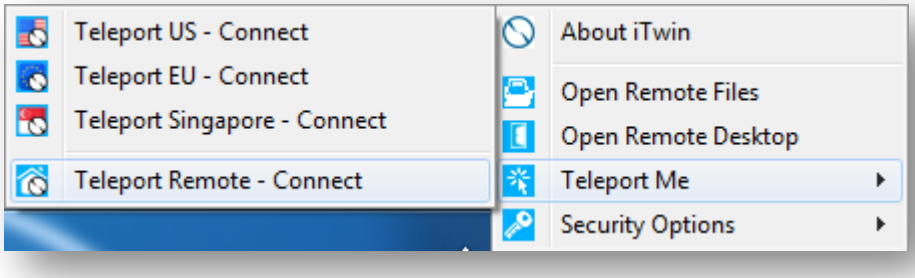
Chapter 8. Private and Restriction-Free Browsing using Private VPN

iTwin has servers deployed in various parts of the world to which users can connect to tunnel out of restricted networks. However, if you want to reach a region where iTwin does not have public servers, you can set up your own Private VPN for private, restriction-free access to the Internet or for access to geo-restricted services.



This requires you to set up a ***Trusted Computer*** and create a Private VPN as described in Chapter 3.

1. With one half of your iTwin attached to your ***Trusted Computer***, insert the other iTwin half into any other online computer.
2. Select '**Teleport Me**' from iTwin Menu. Your ***Trusted Computer*** is available as a 'Teleport Remote' option.



The 'Teleport Remote' option will be enabled if you have attached the other half of your iTwin to your ***Trusted Computer*** and left it powered on and online.

3. Once you 'Teleport Remote', all your Internet traffic will then be routed through the Internet connection of the ***Trusted Computer***. To all sites on the Internet, it will appear as though you are browsing from your ***Trusted Computer***. No one on your local network will be able to ascertain which site you are visiting and what data you are exchanging with it. You can enjoy all the services available to you in your home network and access your personal accounts with confidence.

Chapter 9. Access your Intranet Sites from a Remote Network

1. This requires you to set up a ***Trusted Computer*** and create a Private VPN as described in Chapter 3. With one half of your iTwin attached to your ***Trusted Computer***, insert the other iTwin half into any remote online computer. You can then access your Intranet sites from your ***Trusted Computer*** network using iTwin Connect.

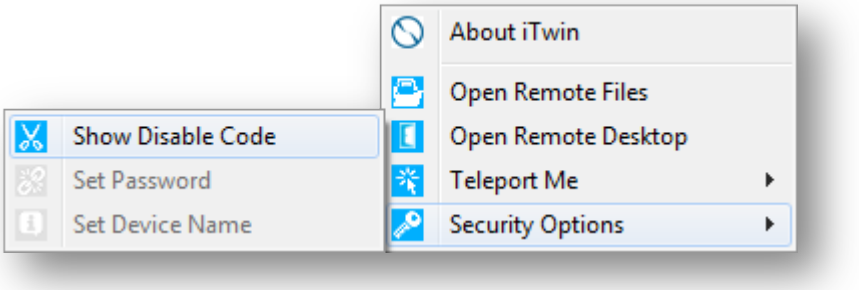
2. To access your Intranet or internal websites, directly type the url of any site available on your ***Trusted Computer*** network in your web-browser. e.g. *https://yourcompany.internal.com* and you will be able to access that internal site as if you are situated inside the network.

Chapter 10. Prevent Unauthorized Access

In case of loss of one or both halves of your iTwin, disable your iTwin device to prevent unauthorized access to your data. During the install process explained in Chapter 2, you saw some of the safeguards available. Given below is a more detailed explanation of each.

1) Remote Disable

Click the iTwin icon in the M and select 'Security Options' followed by 'Show Disable Code'.



If you have lost one half, you can prevent unauthorized remote access to your files by entering the Disable Code in the iTwin Remote Disable Web-Center and the iTwin backend will block (within 90 sec) the lost half from being used to remotely access your ***Trusted Computer***.

We recommend that you note the Disable Code and save it in a safe place or send a copy of the code to your email account for later use.

2) Password

3) When you plug in the paired iTwin device, you are provided with the option to set a password for an additional layer of security with two-factor authentication. Once set, the password will be required to use each of your iTwin halves, every time you insert either of them into a computer.

   Please note that we do not store your password in any server or on your computer. The password is stored in the two halves of the iTwin device only and is not recoverable if forgotten. To change the password or reset it, you will have to pair the two halves again and re-initialize the device.

4) Manual Disconnect

If you are sharing files for remote access and lose one half, unplug the other half from your ***Trusted Computer*** and undo the file and resource sharing. Your files can no longer be remotely accessed through the compromised half of the device.

You can buy a new iTwin half and pair it with the one you have. Initializing this new pair dissolves the keys in the old pair and allows you to safely use the device again.

Chapter 11. Troubleshooting

If you encounter any problems using iTwin, please do the following:

1. Check your Internet connection.
2. Unplug iTwin and re-plug into your computer.
3. For more support, email helpdesk@iTwin.com.
4. You can also visit our support page at http://help.itwin.com.

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